	Provider Number	Hospital Name	Address 1
220001		HEALTHALLIANCE HOSPITALS, INC	60 HOSPITAL ROAD
220002		MOUNT AUBURN HOSPITAL	330 MOUNT AUBURN STREET
220008		STURDY MEMORIAL HOSPITAL	211 PARK STREET
220010		LAWRENCE GENERAL HOSPITAL	ONE GENERAL STREET
220011		CAMBRIDGE HEALTH ALLIANCE	1493 CAMBRIDGE STREET
220012		CAPE COD HOSPITAL	88 LEWIS BAY ROAD
220015		COOLEY DICKINSON HOSPITAL INC,THE	30 LOCUST STREET
220016		BAYSTATE FRANKLIN MEDICAL CENTER	164 HIGH STREET
220017		CARNEY HOSPITAL	2100 DORCHESTER AVENUE
220019		HARRINGTON MEMORIAL HOSPITAL	100 SOUTH STREET
220020		SAINT ANNE'S HOSPITAL	795 MIDDLE STREET
220024		HOLYOKE MEDICAL CENTER	575 BEECH STREET
220029		ANNA JAQUES HOSPITAL	25 HIGHLAND AVENUE
220030		WING MEMORIAL HOSPITAL AND MEDICAL CENTER	40 WRIGHT STREET
220031		BOSTON MEDICAL CENTER CORPORATION	1 BOSTON MEDICAL CENTER PLACE
220033		BEVERLY HOSPITAL CORPORATION	85 HERRICK STREET

Page 1 of 136 04/16/2012

Address 2	Address 3	City	State
		LEOMINSTER	MA
		CAMBRIDGE	MA
		ATTLEBORO	MA
		LAWRENCE	MA
		CAMBRIDGE	MA
		HYANNIS	MA
		NORTHAMPTON	MA
		GREENFIELD	MA
		BOSTON	MA
		SOUTHBRIDGE	MA
		FALL RIVER	MA
		HOLYOKE	MA
		NEWBURYPORT	MA
		PALMER	MA
		BOSTON	MA
		BEVERLY	MA

Page 2 of 136 04/16/2012

	ZIP Code	County Name	Phone Number
01453		WORCESTER	9784662000
02138		MIDDLESEX	6174923500
02703		BRISTOL	5082225200
01842		ESSEX	9786834000
02138		MIDDLESEX	6176652300
02601		BARNSTABLE	5087711800
01060		HAMPSHIRE	4135822000
01301		FRANKLIN	4137730211
02124		SUFFOLK	6175062000
01550		WORCESTER	5087659771
02721		BRISTOL	5086745600
01040		HAMPDEN	4135342500
01950		ESSEX	9784631000
01069		HAMPDEN	4132837651
02118		SUFFOLK	6176388000
01915		ESSEX	9789223000

Page 3 of 136 04/16/2012

Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.		
	5%	
	4%	
	5%	
	3%	
	7%	
	3%	
	5%	
	5%	
	4%	
	6%	
	3%	
	4%	
	4%	
	5%	
	8%	
	4%	

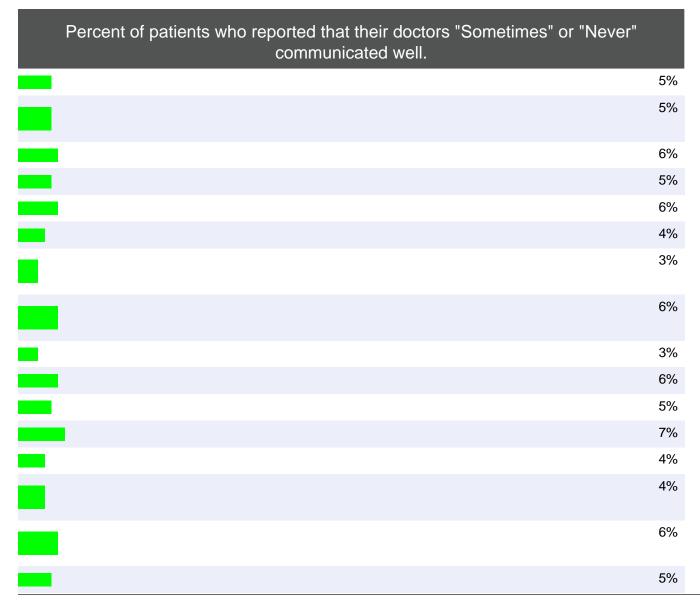
Page 4 of 136 04/16/2012



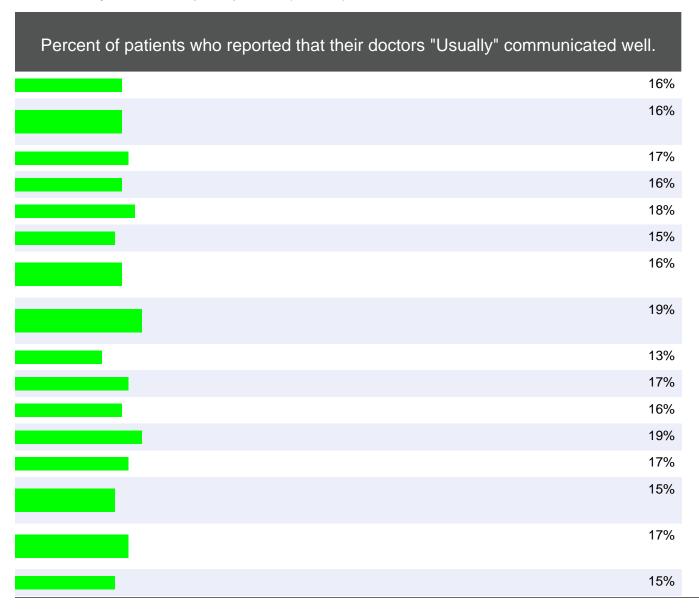
Page 5 of 136 04/16/2012



Page 6 of 136 04/16/2012



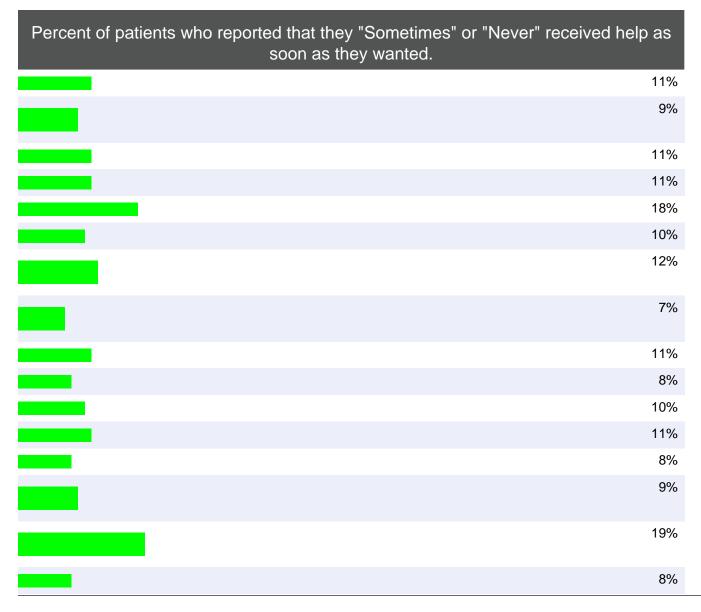
Page 7 of 136 04/16/2012



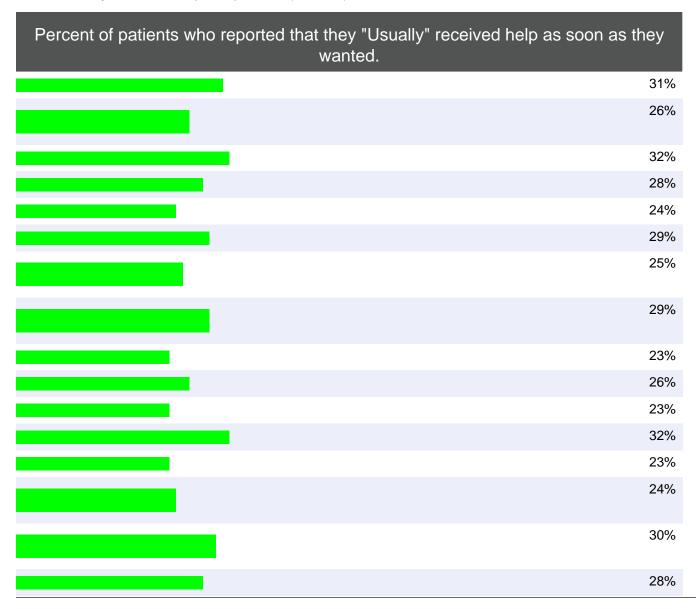
Page 8 of 136 04/16/2012



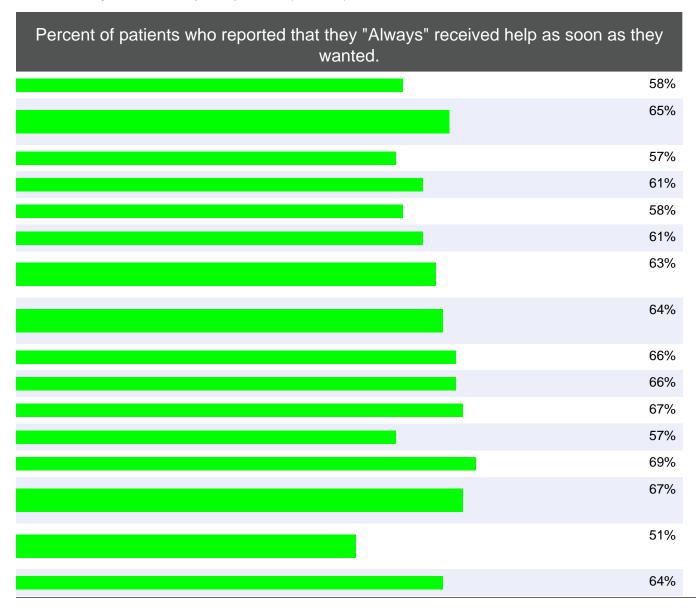
Page 9 of 136 04/16/2012



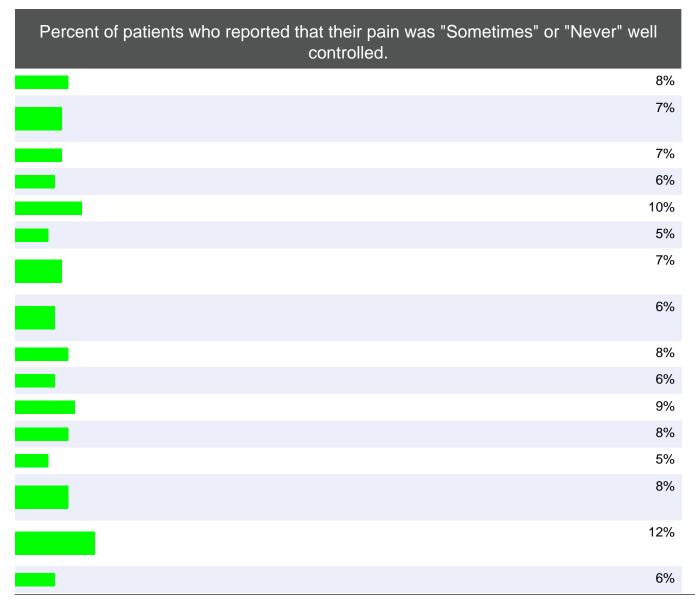
Page 10 of 136 04/16/2012



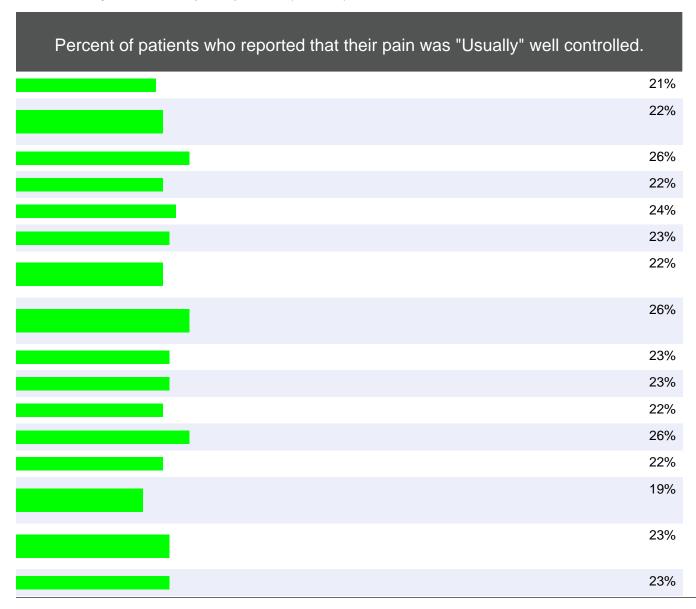
Page 11 of 136 04/16/2012



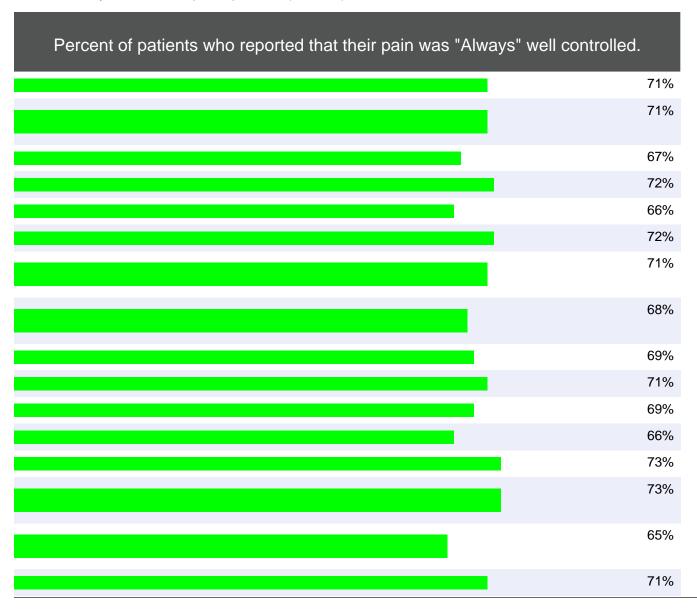
Page 12 of 136 04/16/2012



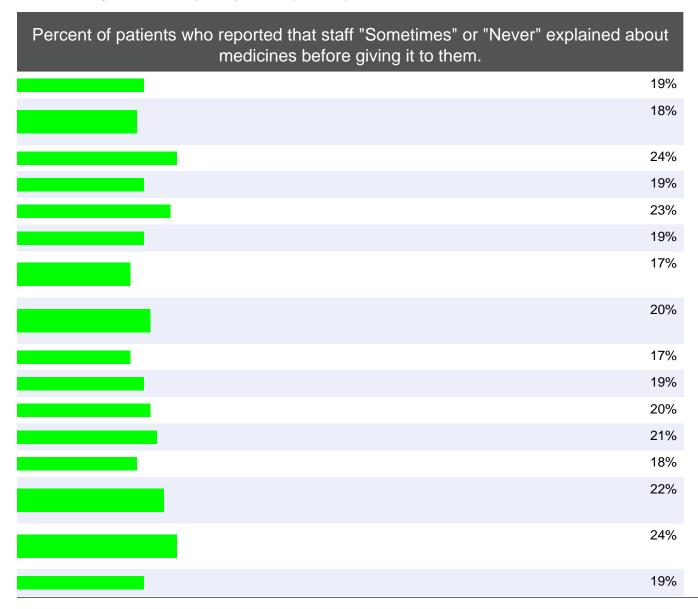
Page 13 of 136 04/16/2012



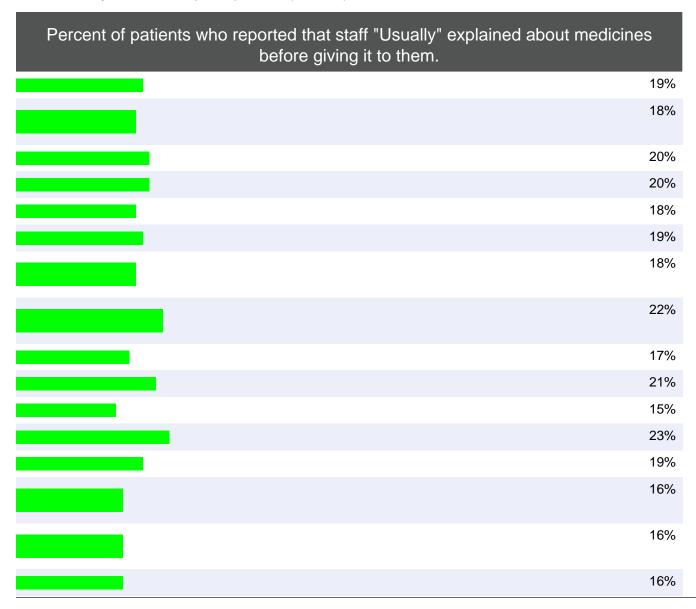
Page 14 of 136 04/16/2012



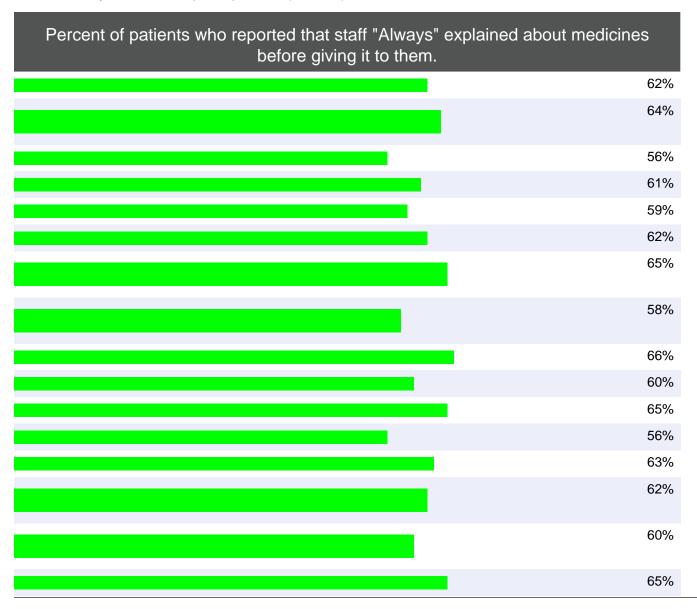
Page 15 of 136 04/16/2012



Page 16 of 136 04/16/2012



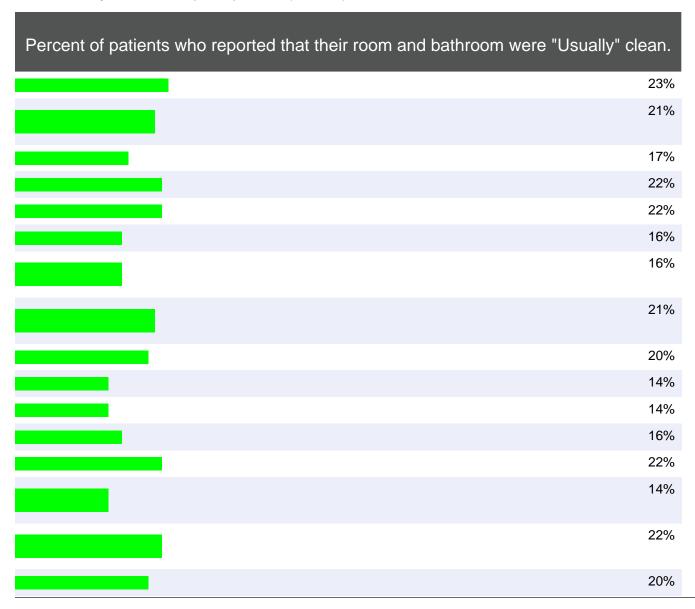
Page 17 of 136 04/16/2012



Page 18 of 136 04/16/2012



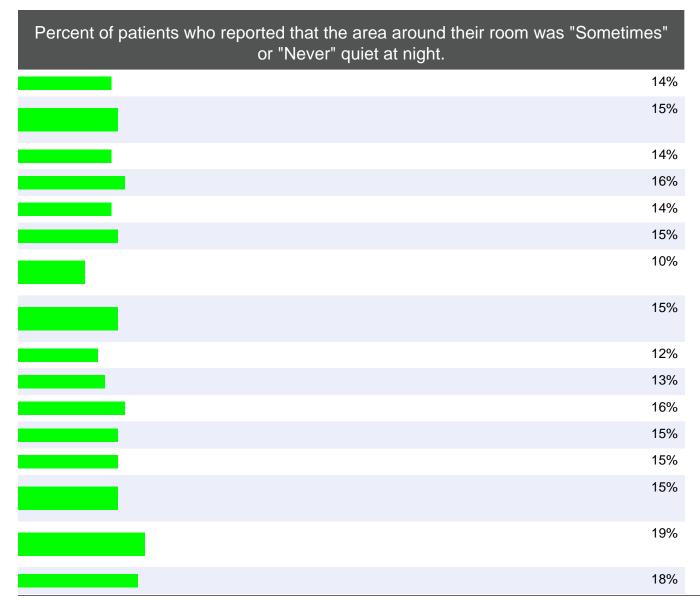
Page 19 of 136 04/16/2012



Page 20 of 136 04/16/2012



Page 21 of 136 04/16/2012



Page 22 of 136 04/16/2012



Page 23 of 136 04/16/2012



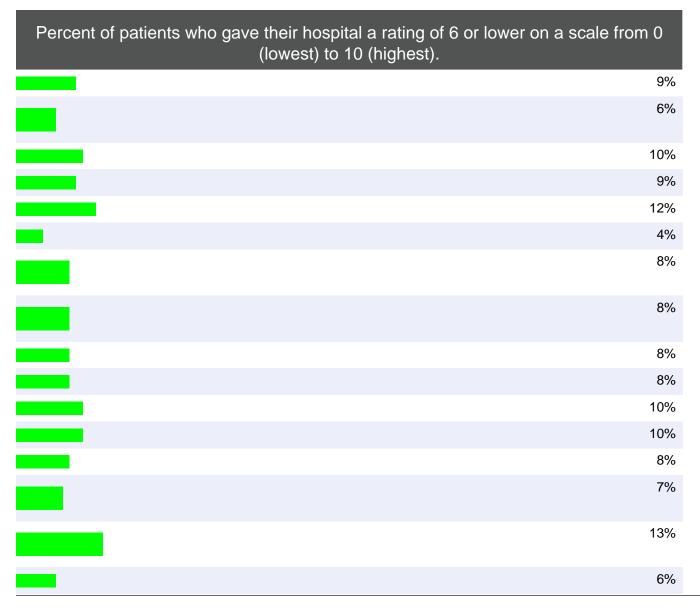
Page 24 of 136 04/16/2012



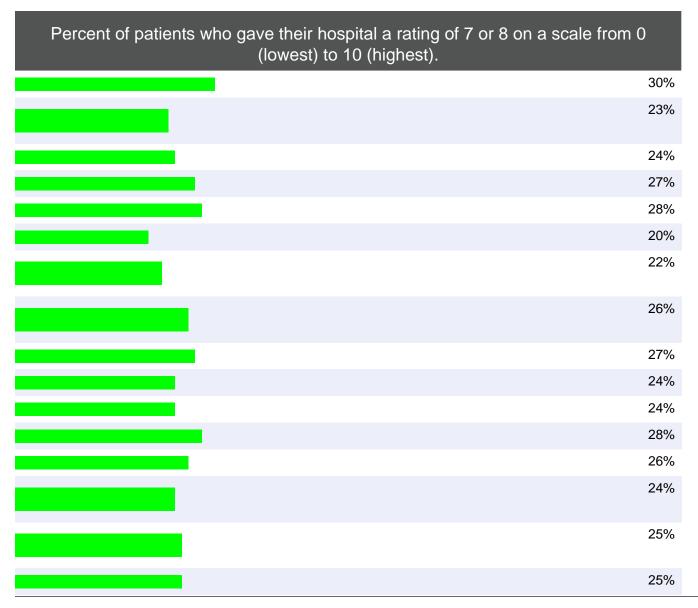
Page 25 of 136 04/16/2012



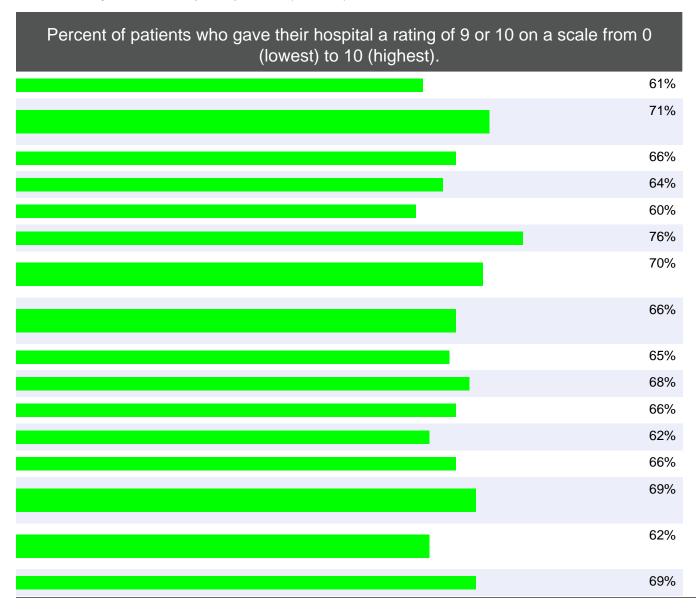
Page 26 of 136 04/16/2012



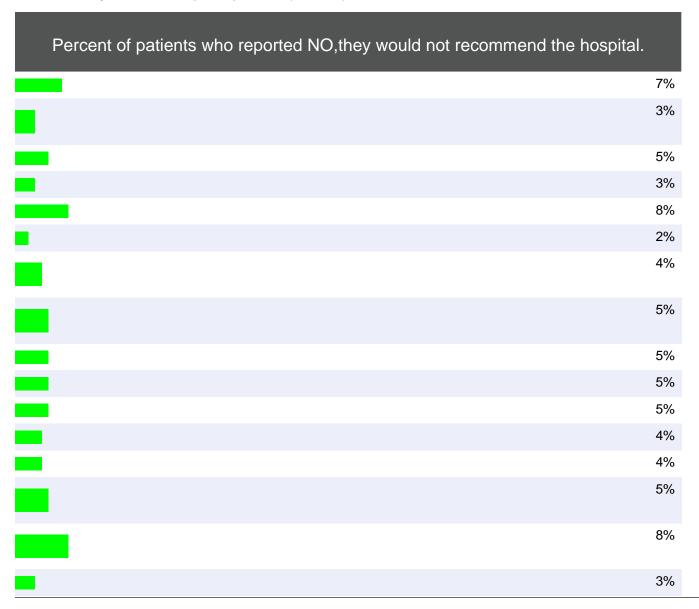
Page 27 of 136 04/16/2012



Page 28 of 136 04/16/2012



Page 29 of 136 04/16/2012



Page 30 of 136 04/16/2012



Page 31 of 136 04/16/2012



Page 32 of 136 04/16/2012

	Number of Completed Surveys
300 or more	

Page 33 of 136 04/16/2012

Survey Response Rate Percent	Hospital Footnote
	30%
	39%
	30%
	26%
	20%
	40%
	38%
	30%
	20%
	31%
	30%
	25%
	32%
	32%
	19%
	34%

Page 34 of 136 04/16/2012

220035	NORTH SHORE MEDICAL CENTER	81 HIGHLAND AVENUE
220036	ST ELIZABETH'S MEDICAL CENTER	736 CAMBRIDGE STREET
220046	BERKSHIRE MEDICAL CENTER INC	725 NORTH STREET
220049	MARLBOROUGH HOSPITAL	157 UNION STREET
220050	BAYSTATE MARY LANE HOSPITAL	85 SOUTH STREET
220051	NORTH ADAMS REGIONAL HOSPITAL	71 HOSPITAL AVENUE
220052	SIGNATURE HEALTHCARE BROCKTON HOSPITAL	680 CENTER STREET
220058	CLINTON HOSPITAL ASSOCIATION	201 HIGHLAND STREET
220060	JORDAN HOSPITAL INC	275 SANDWICH STREET
220062	ADCARE HOSPITAL OF WORCESTER INC	107 LINCOLN STREET
220063	LOWELL GENERAL HOSPITAL	295 VARNUM AVENUE
220065	NOBLE HOSPITAL	115 WEST SILVER STREET
220066	MERCY MEDICAL CENTER	271 CAREW STREET
220067	QUINCY MEDICAL CENTER	114 WHITWELL STREET
220070	HALLMARK HEALTH SYSTEM	585 LEBANON STREET
220071	MASSACHUSETTS GENERAL HOSPITAL	55 FRUIT STREET
220073	MORTON HOSPITAL	88 WASHINGTON STREET
220074	SOUTHCOAST HOSPITAL GROUP, INC	363 HIGHLAND AVENUE

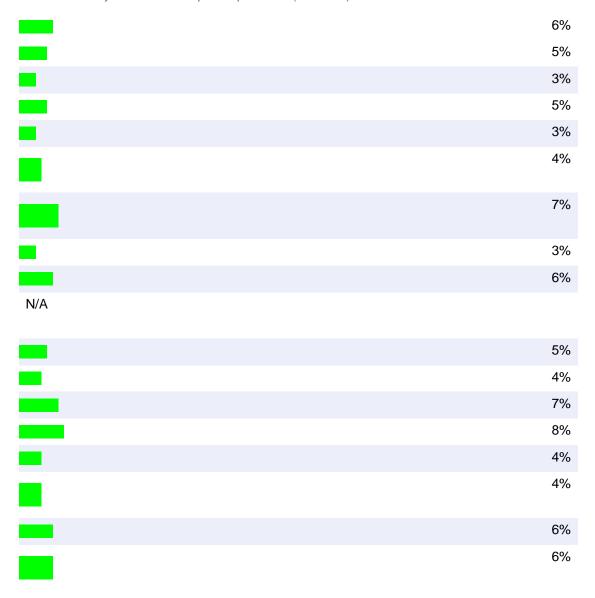
Page 35 of 136 04/16/2012

SALEM	MA
BRIGHTON	MA
PITTSFIELD	MA
MARLBOROUGH	MA
WARE	MA
NORTH ADAMS	MA
BROCKTON	MA
CLINTON	MA
PLYMOUTH	MA
WORCESTER	MA
LOWELL	MA
WESTFIELD	MA
SPRINGFIELD	MA
QUINCY	MA
MELROSE	MA
BOSTON	MA
TAUNTON	MA
FALL RIVER	MA

Page 36 of 136 04/16/2012

01970	ESSEX	9787411215
02135	SUFFOLK	6177893000
01201	BERKSHIRE	4134472000
01752	MIDDLESEX	5084815000
01082	HAMPSHIRE	4139676211
01247	BERKSHIRE	4136645000
02302	PLYMOUTH	5089417000
01510	WORCESTER	9783683000
02360	PLYMOUTH	5087462000
01605	WORCESTER	5087999000
01854	MIDDLESEX	9789376000
01085	HAMPDEN	4135682811
01104	HAMPDEN	4137489000
02169	NORFOLK	6177736100
02176	MIDDLESEX	7819793000
02114	SUFFOLK	6177262000
02780	BRISTOL	5088287000
02720	BRISTOL	5086793131

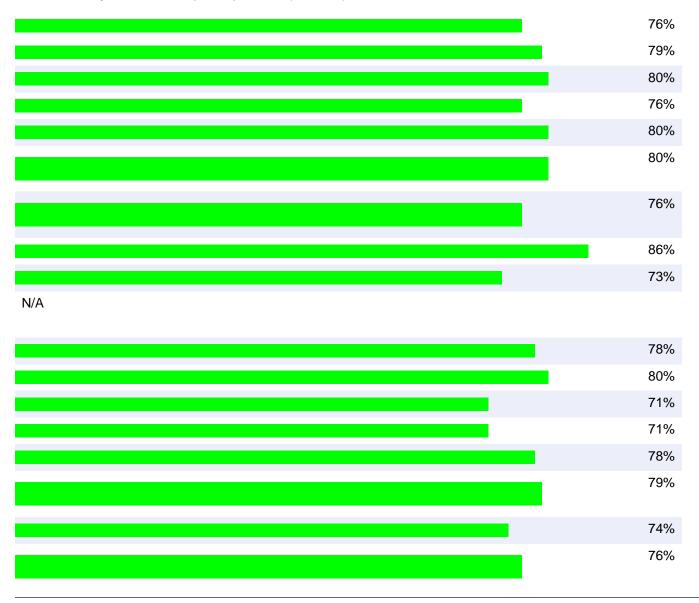
Page 37 of 136 04/16/2012



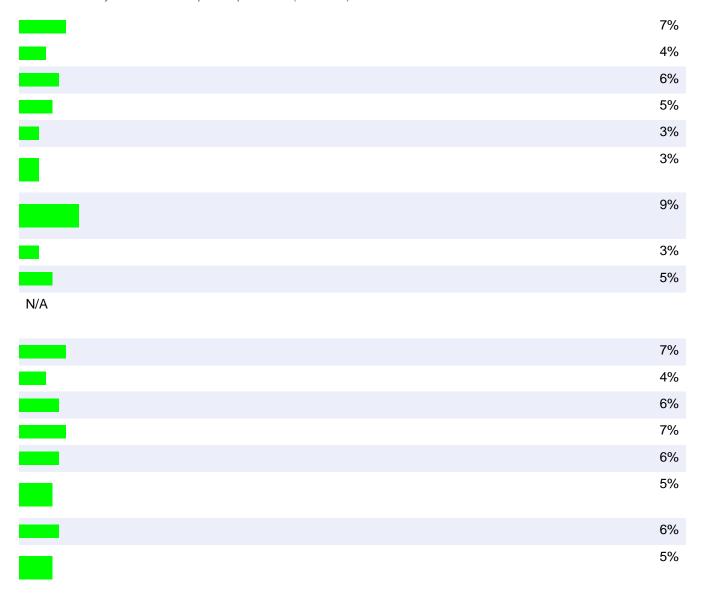
Page 38 of 136 04/16/2012

	18%
	16%
	17%
	19%
	17%
	16%
	17%
	11%
	21%
N/A	
	17%
	16%
	22%
	21%
	18%
	17%
	20%
	18%

Page 39 of 136 04/16/2012



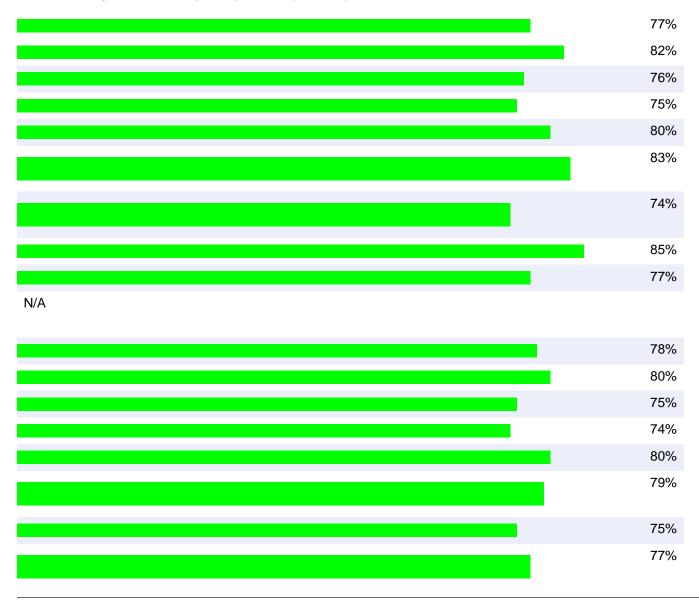
Page 40 of 136 04/16/2012



04/16/2012 Page 41 of 136

	16%
	14%
	18%
	20%
	17%
	14%
	17%
	12%
	18%
N/A	
	15%
	16%
	19%
	19%
	14%
	16%
	19%
	18%

Page 42 of 136 04/16/2012



Page 43 of 136 04/16/2012

	10%
	12%
	9%
	11%
	7%
	8%
	13%
	6%
	11%
N/A	
	11%
	6%
	15%
	12%
	11%
	9%
	14%
	14%

Page 44 of 136 04/16/2012

	27%
	23%
	29%
	28%
	25%
	29%
	25%
	18%
	30%
N/A	
	24%
	21%
	29%
	28%
	24%
	28%
	26%
	31%

Page 45 of 136 04/16/2012





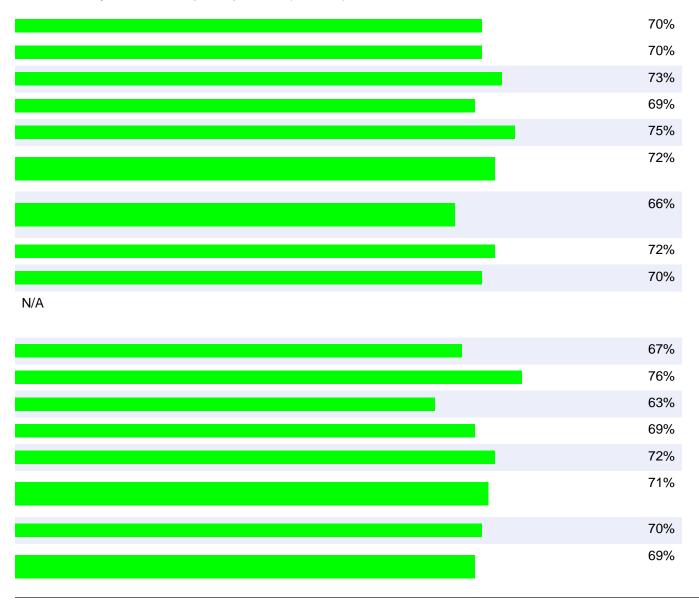
Page 46 of 136 04/16/2012

	7%
	8%
	5%
	7%
	2%
	6%
	10%
	5%
	8%
N/A	
	8%
	6%
	10%
	7%
	7%
	7%
	7%
	9%

Page 47 of 136 04/16/2012

	23%
	22%
	22%
	24%
	23%
	22%
	24%
	23%
	22%
N/A	
	25%
	18%
	27%
	24%
	21%
	22%
	23%
	22%

Page 48 of 136 04/16/2012



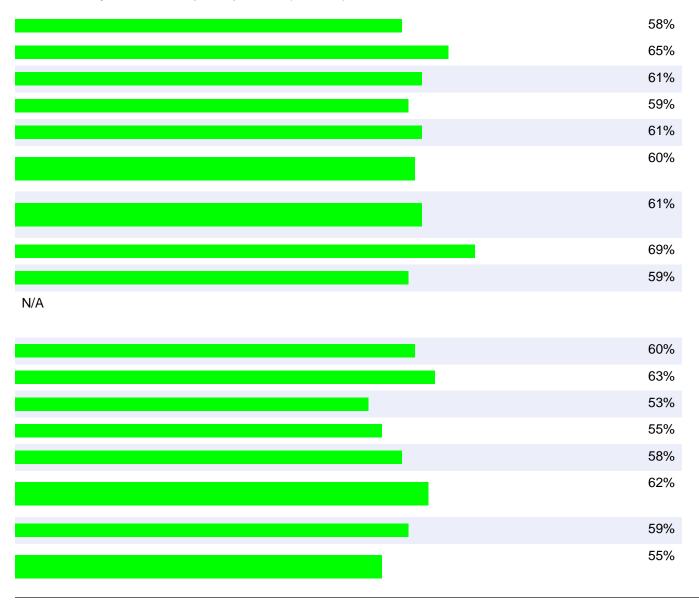
Page 49 of 136 04/16/2012

	23%
	17%
	19%
	19%
	18%
	20%
	22%
	12%
	22%
N/A	
	22%
	20%
	26%
	23%
	23%
	19%
	22%
	25%

Page 50 of 136 04/16/2012

	19%
	18%
	20%
	22%
	21%
	20%
	17%
	19%
	19%
N/A	
	18%
	17%
	21%
	22%
	19%
	19%
	19%
	20%

Page 51 of 136 04/16/2012



Page 52 of 136 04/16/2012

	10%
	7%
	5%
	10%
	9%
	6%
	11%
	4%
	16%
N/A	
	10%
	5%
	10%
	11%
	12%
	7%
	6%
	7%

Page 53 of 136 04/16/2012

	23%
	21%
	20%
	20%
	16%
	18%
	22%
	12%
	24%
N/A	
	21%
	18%
	24%
	25%
	23%
	20%
	24%
	20%

Page 54 of 136 04/16/2012



Page 55 of 136 04/16/2012

	20%
	17%
	15%
	22%
	11%
	12%
	19%
	7%
	17%
N/A	
	16%
	12%
	26%
	20%
	16%
	19%
	19%
	19%

Page 56 of 136 04/16/2012



Page 57 of 136 04/16/2012



Page 58 of 136 04/16/2012





Page 59 of 136 04/16/2012

	17%
	15%
	12%
	18%
	10%
	12%
	14%
	9%
	17%
N/A	
	17%
	11%
	17%
	18%
	16%
	12%
	16%
	14%

Page 60 of 136 04/16/2012

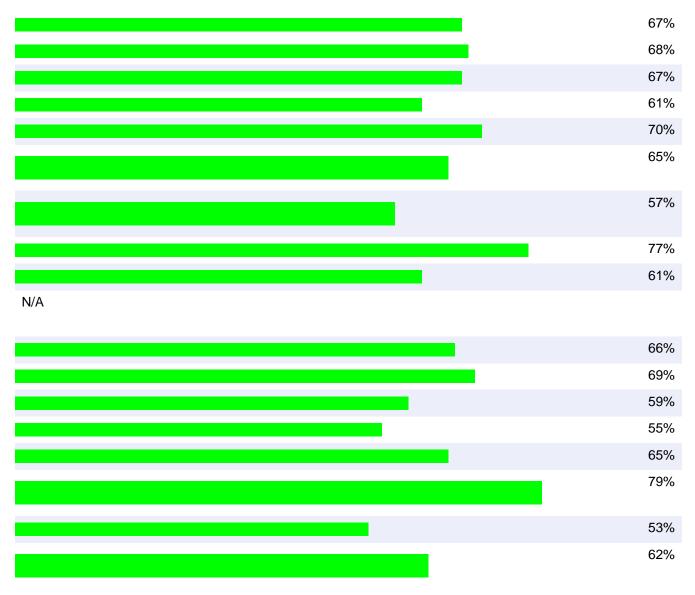
	8%
	8%
	10%
	8%
	7%
	8%
	13%
	3%
	10%
N/A	
	10%
	8%
	12%
	14%
	8%
	5%
	16%
	10%

Page 61 of 136 04/16/2012

	25%
	24%
	23%
	31%
	23%
	27%
	30%
	20%
	29%
N/A	
	24%
	23%
	29%
	31%
	27%
	16%
	31%
	28%

Page 62 of 136 04/16/2012





Page 63 of 136 04/16/2012

	5%
	5%
	4%
	5%
	3%
	5%
	9%
	1%
	5%
N/A	
	5%
	6%
	8%
	10%
	5%
	2%
	10%
	5%

Page 64 of 136 04/16/2012



Page 65 of 136 04/16/2012





Page 66 of 136 04/16/2012

300 or more
300 or more
300 or more
300 or more
Between 100 and 299
300 or more
300 or more
Between 100 and 299
300 or more
N/A
300 or more

Page 67 of 136 04/16/2012

	28%
	33%
	33%
	34%
	35%
	30%
	26% There were discrepancies in the data collection process
	28%
	30%
N/A	No or very few patients were eligible for the HCAHPS survey
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
	33%
	33%
	33% 37%
	33% 37% 39%
	33% 37% 39% 26%
	33% 37% 39% 26% 32%

Page 68 of 136 04/16/2012

220075	MASSACHUSETTS EYE AND EAR INFIRMARY	243 CHARLES STREET
220077	BAYSTATE MEDICAL CENTER	759 CHESTNUT STREET
220080	HOLY FAMILY HOSPITAL	70 EAST STREET
220082	SAINTS MEDICAL CENTER INC	1 HOSPITAL DRIVE
220083	BETH ISRAEL DEACONESS HOSPITAL - NEEDHAM	148 CHESTNUT STREET
220084	EMERSON HOSPITAL	OLD ROAD TO 9 ACRE CORNER
220086	BETH ISRAEL DEACONESS MEDICAL CENTER	330 BROOKLINE AVENUE
220088	NEW ENGLAND BAPTIST HOSPITAL	125 PARKER HILL AVENUE
220090	MILFORD REGIONAL MEDICAL CENTER	14 PROSPECT STREET
220095	HEYWOOD HOSPITAL	242 GREEN STREET
220098	NASHOBA VALLEY MEDICAL CENTER	200 GROTON ROAD
220100	SOUTH SHORE HOSPITAL	55 FOGG ROAD
220101	NEWTON-WELLESLEY HOSPITAL	2014 WASHINGTON STREET
220105	WINCHESTER HOSPITAL	41 HIGHLAND AVENUE
220108	MILTON HOSPITAL INC	199 REEDSDALE ROAD
220110	BRIGHAM AND WOMEN'S HOSPITAL	75 FRANCIS STREET

Page 69 of 136 04/16/2012

BOSTON	MA
SPRINGFIELD	MA
METHUEN	MA
LOWELL	MA
NEEDHAM	MA
W CONCORD	MA
BOSTON	MA
BOSTON	MA
MILFORD	MA
GARDNER	MA
AYER	MA
SOUTH WEYMOUTH	MA
NEWTON	MA
WINCHESTER	MA
MILTON	MA
BOSTON	MA

Page 70 of 136 04/16/2012

02114	SUFFOLK	6175237900
01199	HAMPDEN	4137940000
01844	ESSEX	9786870156
01852	MIDDLESEX	9784581411
02494	NORFOLK	7814533000
01742	MIDDLESEX	9783691400
02215	SUFFOLK	6176677000
02120	SUFFOLK	6177545800
01757	WORCESTER	5084731190
01440	WORCESTER	9786323420
01432	MIDDLESEX	9787849000
02190	NORFOLK	7813408000
02462	MIDDLESEX	6172436000
01890	MIDDLESEX	7817299000
02186	NORFOLK	6176964600
02115	SUFFOLK	6177325500

Page 71 of 136 04/16/2012

7%
6%
5%
5%
3%
4%
5%
3%
3%
5%
5%
4%
3%
3%
3%
3%

Page 72 of 136 04/16/2012

20%
19%
18%
17%
17%
14%
18%
12%
14%
19%
17%
17%
18%
15%
17%
16%

Page 73 of 136 04/16/2012



Page 74 of 136 04/16/2012

4%
5%
5%
5%
4%
3%
5%
5%
4%
4%
4%
5%
5%
4%
3%
4%

Page 75 of 136 04/16/2012

13%
18%
16%
15%
17%
15%
17%
12%
15%
16%
16%
17%
15%
15%
13%
15%

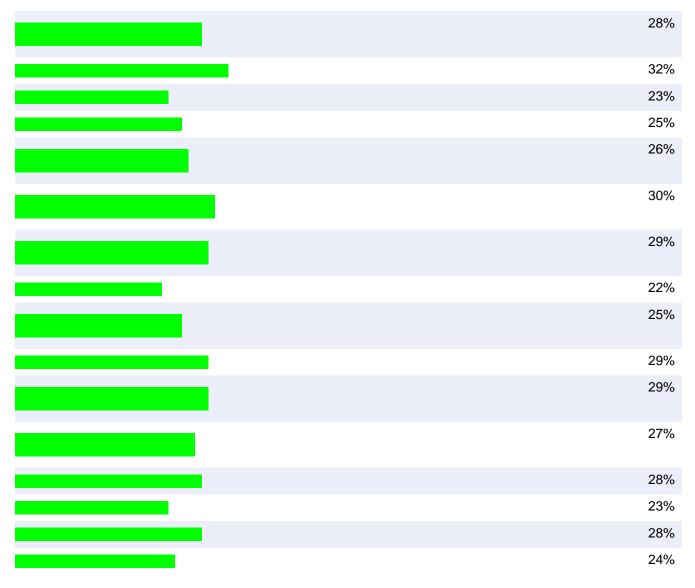
Page 76 of 136 04/16/2012



Page 77 of 136 04/16/2012

13%
16%
13%
9%
7%
7%
13%
6%
7%
10%
11%
7%
9%
9%
10%
8%

Page 78 of 136 04/16/2012



Page 79 of 136 04/16/2012



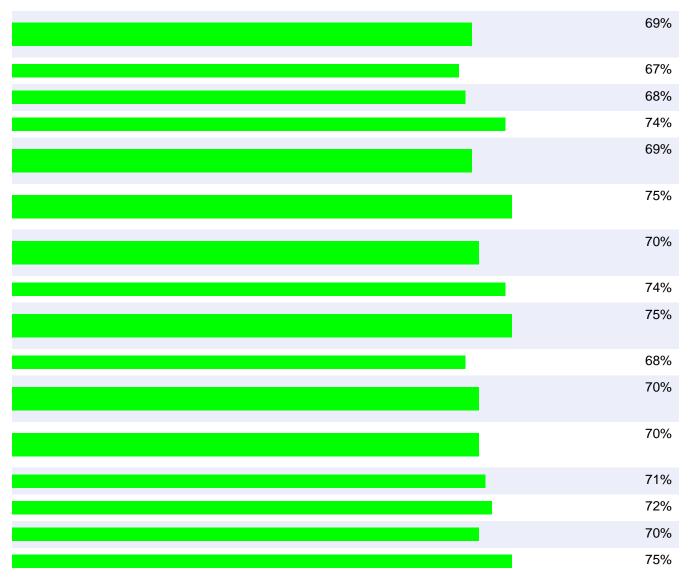
Page 80 of 136 04/16/2012

7%
8%
7%
7%
6%
6%
7%
7%
5%
6%
6%
6%
6%
6%
6%
6%

Page 81 of 136 04/16/2012

24%
25%
25%
19%
25%
19%
23%
19%
20%
26%
24%
24%
23%
22%
24%
19%

Page 82 of 136 04/16/2012



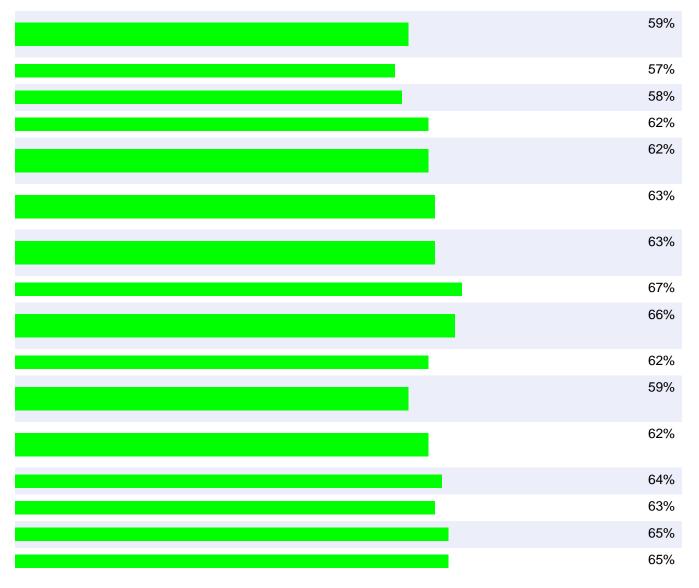
Page 83 of 136 04/16/2012

24%
26%
21%
19%
17%
18%
19%
16%
15%
19%
20%
19%
19%
20%
15%
18%

Page 84 of 136 04/16/2012

17%
17%
21%
19%
21%
19%
18%
17%
19%
19%
21%
19%
17%
17%
20%
17%

Page 85 of 136 04/16/2012



Page 86 of 136 04/16/2012

11%
11%
12%
7%
6%
7%
7%
6%
5%
11%
7%
6%
5%
6%
6%
8%

Page 87 of 136 04/16/2012

22%
24%
20%
18%
13%
24%
23%
18%
18%
21%
18%
23%
20%
24%
21%
22%

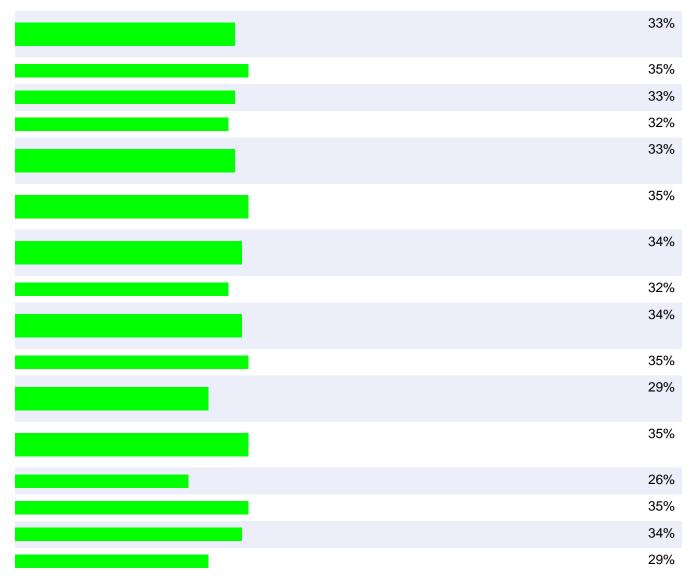
Page 88 of 136 04/16/2012



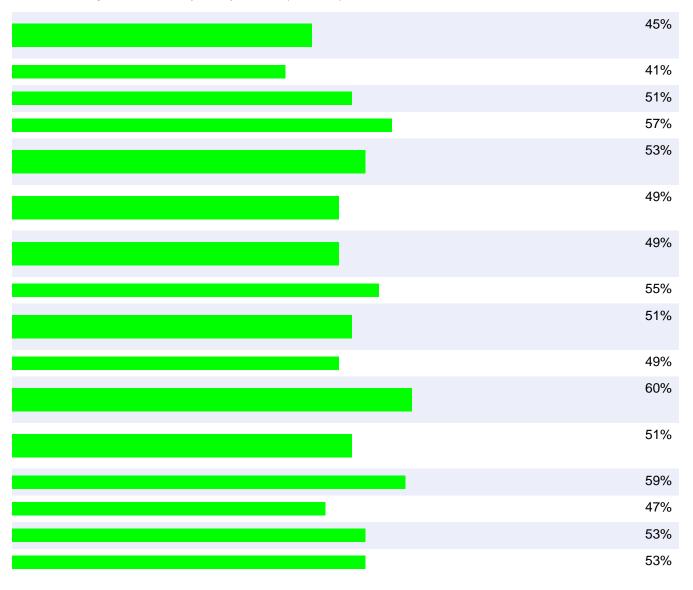
Page 89 of 136 04/16/2012

22%
24%
16%
11%
14%
16%
17%
13%
15%
16%
11%
14%
15%
18%
13%
18%

Page 90 of 136 04/16/2012



Page 91 of 136 04/16/2012



Page 92 of 136 04/16/2012



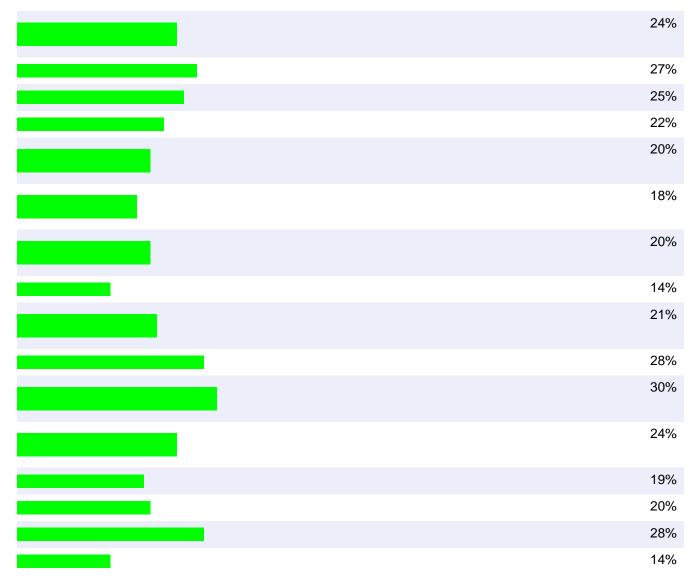
Page 93 of 136 04/16/2012

16%
11%
15%
13%
18%
15%
13%
8%
13%
12%
11%
11%
13%
16%
15%
13%

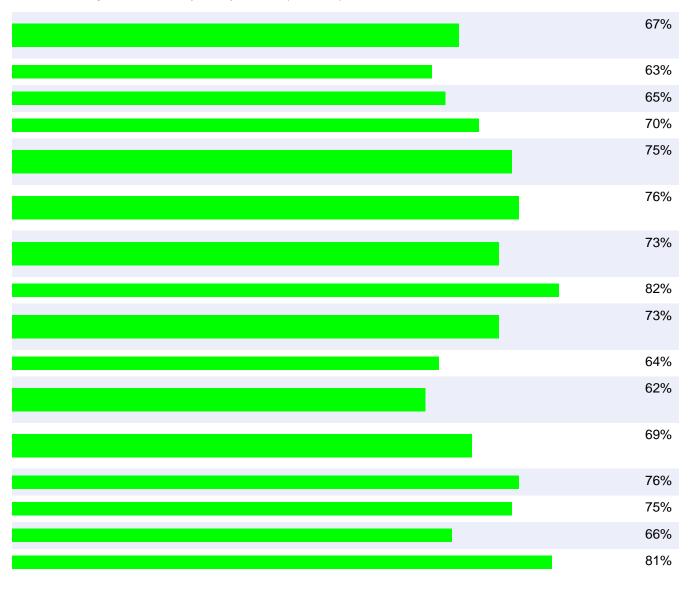
Page 94 of 136 04/16/2012

9%
10%
10%
8%
5%
6%
7%
4%
6%
8%
8%
7%
5%
5%
6%
5%

Page 95 of 136 04/16/2012



Page 96 of 136 04/16/2012



Page 97 of 136 04/16/2012

4%
3%
6%
4%
3%
4%
4%
2%
3%
5%
5%
3%
2%
3%
4%
3%

Page 98 of 136 04/16/2012

18%
22%
24%
22%
17%
18%
17%
9%
16%
21%
28%
23%
16%
14%
24%
9%

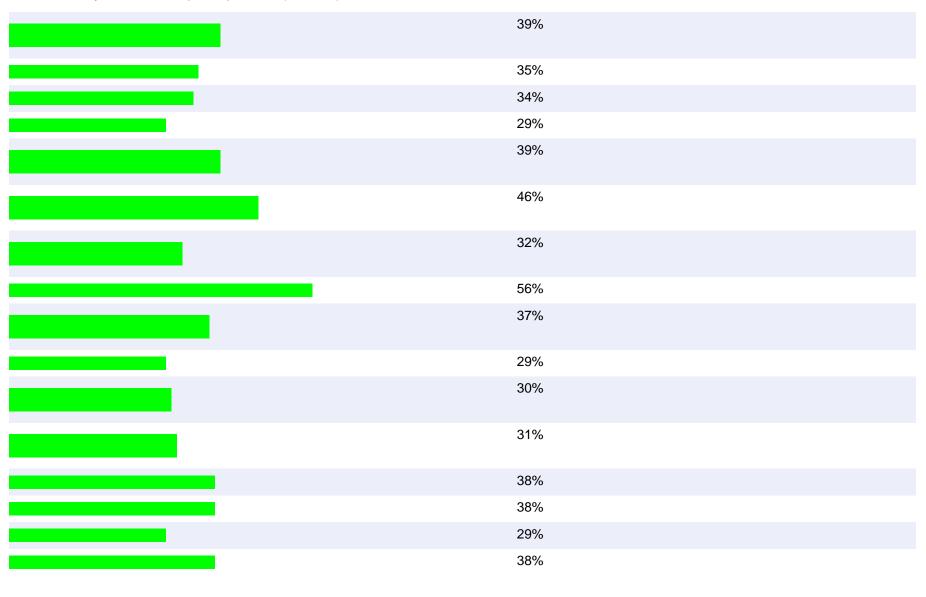
Page 99 of 136 04/16/2012



Page 100 of 136 04/16/2012

300 or more
300 or more

Page 101 of 136 04/16/2012



Page 102 of 136 04/16/2012

220111 GOOD SAMARITAN MEDICAL 235 NORTH I CENTER	PEARL STREET
220116 TUFTS MEDICAL CENTER 800 WASHIN	GTON STREET
220119 FAULKNER HOSPITAL 1153 CENTR	E STREET
220126 NORWOOD HOSPITAL 800 WASHIN	GTON STREET
220135 FALMOUTH HOSPITAL 67 & 100 TER	R HEUN DRIVE
220162 DANA-FARBER CANCER INSTITUTE 450 BROOKL	INE AVENUE
220163 UMASS MEMORIAL MEDICAL 55 LAKE AVE CENTER INC	ENUE NORTH
220171 LAHEY CLINIC HOSPITAL 41 & 45 MALI	ROAD
220174 MERRIMACK VALLEY HOSPITAL 140 LINCOLN	N AVENUE
220175 METROWEST MEDICAL CENTER 115 LINCOLN	STREET
220176 ST VINCENT HOSPITAL 123 SUMMER	R STREET
220177 NANTUCKET COTTAGE HOSPITAL 57 PROSPEC	CT STREET
221300 MARTHA'S VINEYARD HOSPITAL INC ONE HOSPIT BOX 1477	AL ROAD PO
221302 FAIRVIEW HOSPITAL 29 LEWIS AV	'ENUE
221303 ATHOL MEMORIAL HOSPITAL 2033 MAIN S	TREET

Page 103 of 136 04/16/2012

BROCKTON	MA
BOSTON	MA
BOSTON	MA
NORWOOD	MA
FALMOUTH	MA
BOSTON	MA
WORCESTER	MA
BURLINGTON	MA
HAVERHILL	MA
FRAMINGHAM	MA
WORCESTER	MA
NANTUCKET	MA
OAK BLUFFS	MA
GREAT BARRINGTON	MA
ATHOL	MA

Page 104 of 136 04/16/2012

02301	PLYMOUTH	5084273000
02111	SUFFOLK	6176365000
02130	SUFFOLK	6179837000
02062	NORFOLK	5087721000
02540	BARNSTABLE	5085485300
02115	SUFFOLK	6176323000
01655	WORCESTER	5083341000
01803	MIDDLESEX	7817445100
01830	ESSEX	9783742000
01701	MIDDLESEX	5083831000
01608	WORCESTER	5083635000
02554	NANTUCKET	5082281200
02557	DUKES	5086930410
01230	BERKSHIRE	4135280790
01331	WORCESTER	9782493511

Page 105 of 136 04/16/2012

	5%
	3%
N/A	4%
	3%
	4%
N/A	
	6%
	6%
	5%
	3%
	6%
	1%
	5%
	2%
N/A	

Page 106 of 136 04/16/2012

	20%
	17%
	14%
	17%
	19%
N/A	
	22%
	21%
	17%
	19%
	21%
	12%
	19%
	11%
N/A	

Page 107 of 136 04/16/2012



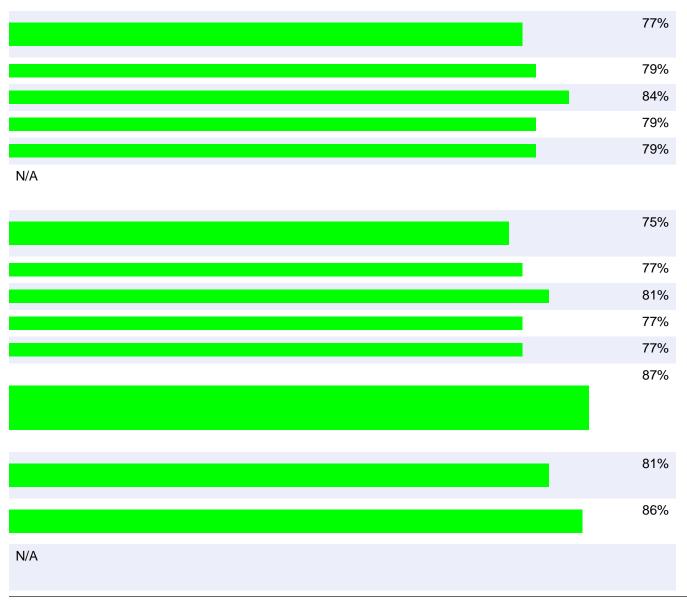
Page 108 of 136 04/16/2012

	5%
N/A	5%
	3%
	4%
	5%
N/A	
	4%
	6%
	4%
	6%
	5%
	4%
	4%
	2%
N/A	

Page 109 of 136 04/16/2012

	18%
	16%
	13%
	17%
	16%
N/A	
	21%
	17%
	15%
	17%
	18%
	9%
	15%
	12%
N/A	

Page 110 of 136 04/16/2012



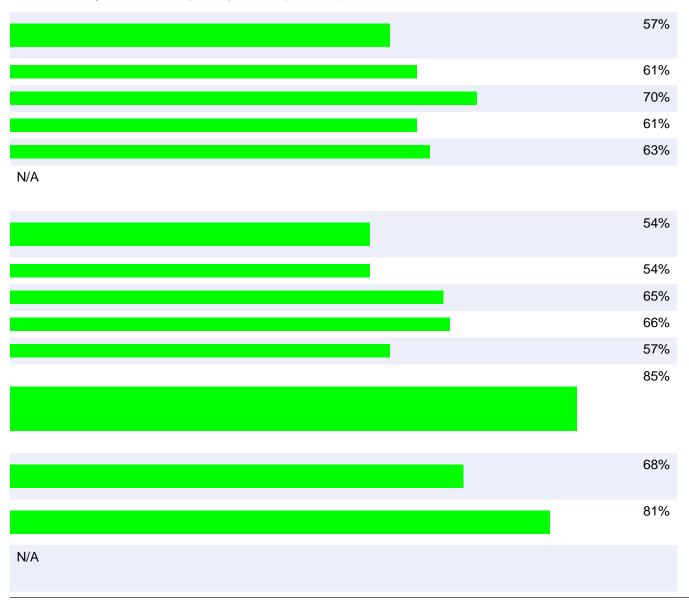
Page 111 of 136 04/16/2012

	14%
	12%
	8%
	11%
	9%
N/A	
	12%
	15%
	9%
	9%
	14%
	2%
	9%
	4%
N/A	

Page 112 of 136 04/16/2012

	29%
	27%
	22%
	28%
	28%
N/A	
	34%
	31%
	26%
	25%
	29%
	13%
	23%
	15%
N/A	

Page 113 of 136 04/16/2012



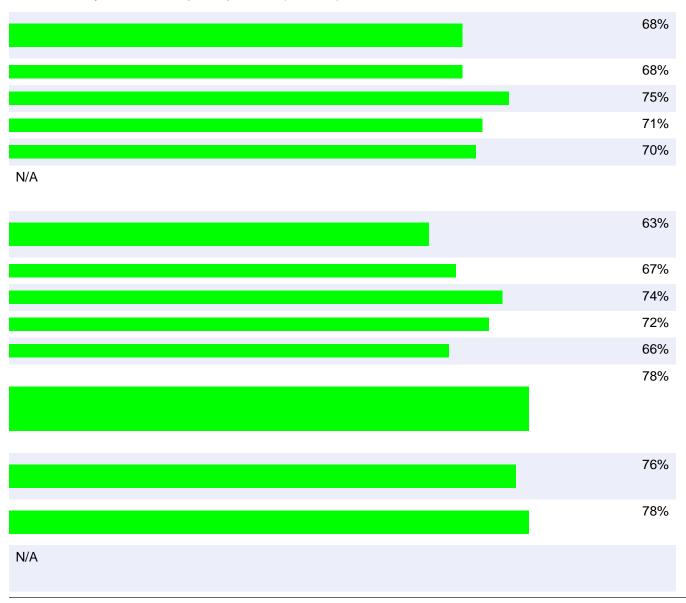
Page 114 of 136 04/16/2012

	7%
N/A	7%
	5%
	7%
	6%
N/A	
	9%
	8%
	4%
	7%
	8%
	1%
	5%
	3%
N/A	

Page 115 of 136 04/16/2012

	25%
	25%
	20%
	22%
	24%
N/A	
	28%
	25%
	22%
	21%
	26%
	21%
	19%
	19%
N/A	

Page 116 of 136 04/16/2012



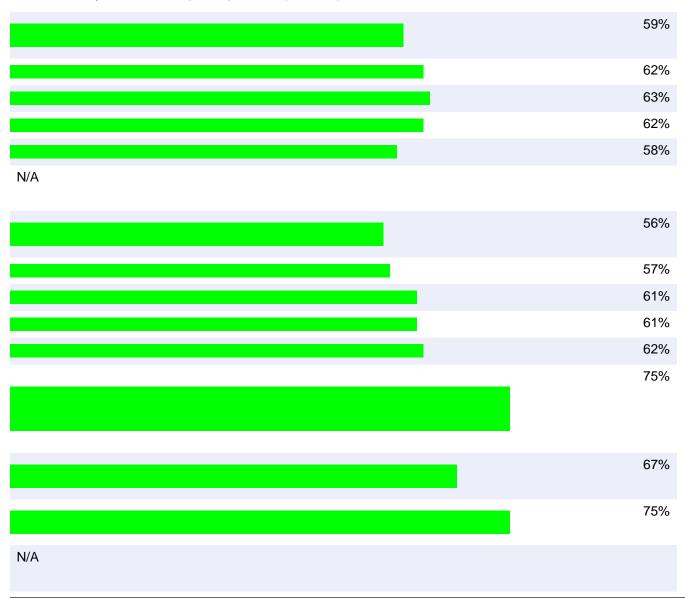
Page 117 of 136 04/16/2012

	21%
	18%
	16%
	20%
	22%
N/A	
	24%
	23%
	20%
	19%
	20%
	14%
	14%
	9%
N/A	

Page 118 of 136 04/16/2012

	20%
	20%
	21%
	18%
	20%
N/A	
	20%
	20%
	19%
	20%
	18%
	11%
	19%
	16%
N/A	

Page 119 of 136 04/16/2012



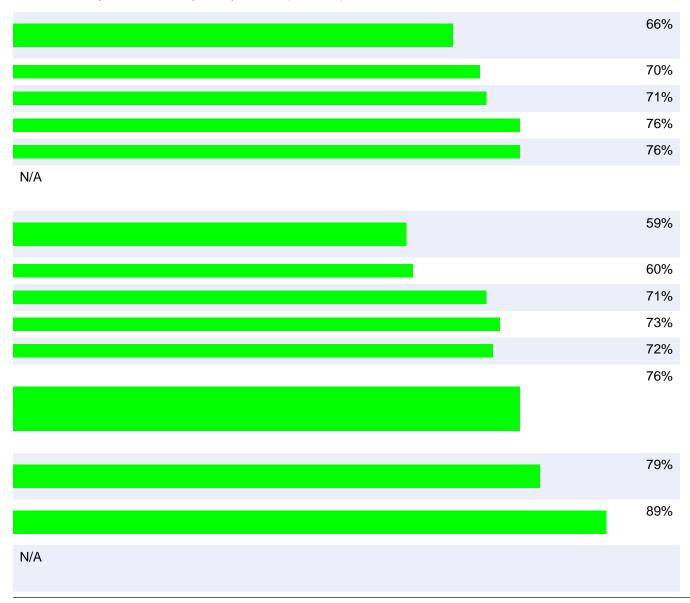
Page 120 of 136 04/16/2012

	10%
	7%
	9%
	7%
	6%
N/A	
	13%
	13%
	10%
	7%
	7%
	12%
	9%
	2%
N/A	

Page 121 of 136 04/16/2012

	24%
	23%
	20%
	17%
	18%
N/A	
	28%
	27%
	19%
	20%
	21%
	12%
	12%
	9%
N/A	

Page 122 of 136 04/16/2012



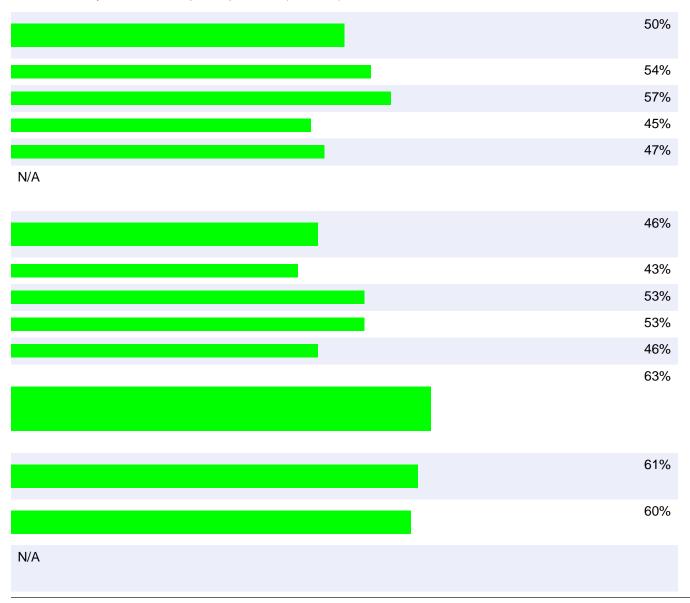
Page 123 of 136 04/16/2012

	17%
	13%
	10%
	20%
	17%
N/A	
	17%
	18%
	16%
	12%
	18%
	3%
	11%
	6%
N/A	

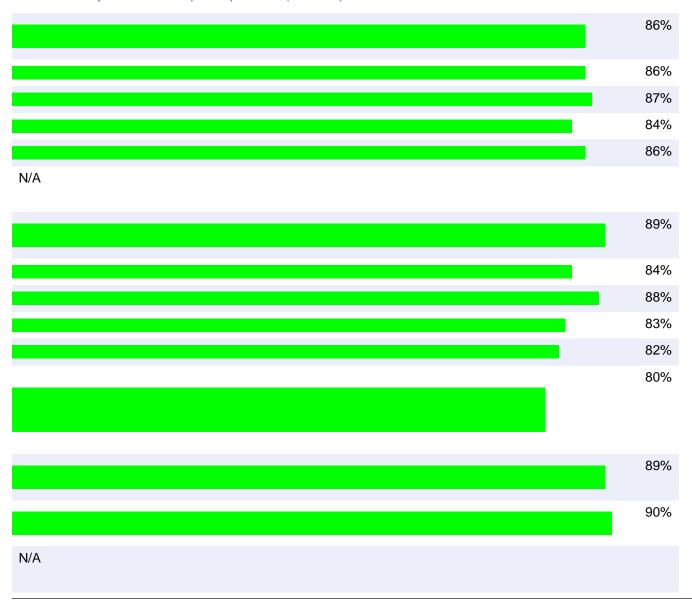
Page 124 of 136 04/16/2012

	33%
	33%
	33%
	35%
	36%
N/A	
	37%
	39%
	31%
	35%
	36%
	34%
	28%
	34%
N/A	

Page 125 of 136 04/16/2012



Page 126 of 136 04/16/2012



Page 127 of 136 04/16/2012

	14%
	14%
	13%
	16%
	14%
N/A	
	11%
	16%
	12%
	17%
	18%
	20%
	11%
	10%
N/A	

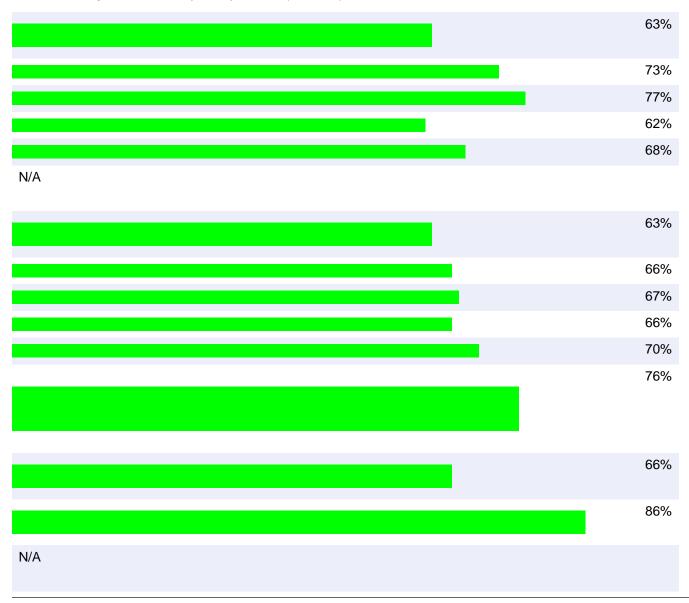
Page 128 of 136 04/16/2012

	10%
	7%
	6%
	9%
	7%
N/A	
	9%
	10%
	8%
	9%
	8%
	5%
	12%
	3%
N/A	

Page 129 of 136 04/16/2012

	27%
	20%
	17%
	29%
	25%
N/A	
	28%
	24%
	25%
	25%
	22%
	19%
	22%
	11%
N/A	

Page 130 of 136 04/16/2012



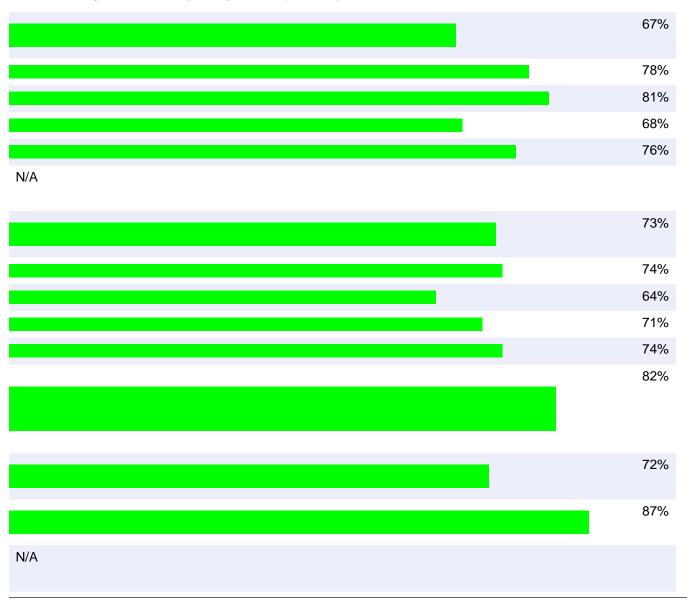
Page 131 of 136 04/16/2012

	6%
	4%
N/A	4%
	5%
	4%
	5%
	6%
	6%
	5%
	4%
	3%
	5%
	3%
N/A	

Page 132 of 136 04/16/2012

	27%
	18%
	15%
	27%
	20%
N/A	
	22%
	20%
	30%
	24%
	22%
	15%
	23%
	10%
N/A	

Page 133 of 136 04/16/2012



Page 134 of 136 04/16/2012

300 or more
300 or more
N/A
300 or more
Fewer than 100
Between 100 and 299
300 or more
N/A

Page 135 of 136 04/16/2012

	32%	
	31%	
	37%	
	36%	
	36%	
N/A		Survey results are not available for this reporting period
	26%	
	37%	
	26%	
	32%	
	36%	
	30%	Fewer than 100 patients completed the HCAHPS survey. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance
	32%	
	38%	
N/A		Survey results are not available for this reporting period

Page 136 of 136 04/16/2012